Incidents SP5.12

This document explains designated uses for creating an Incident or a Ban in HMIS. Users must be proficient in the Standard Data Entry Workflow and be granted access to create an incident in the system through the DuPage HMIS Help Desk, HMIS@dupageco.org.

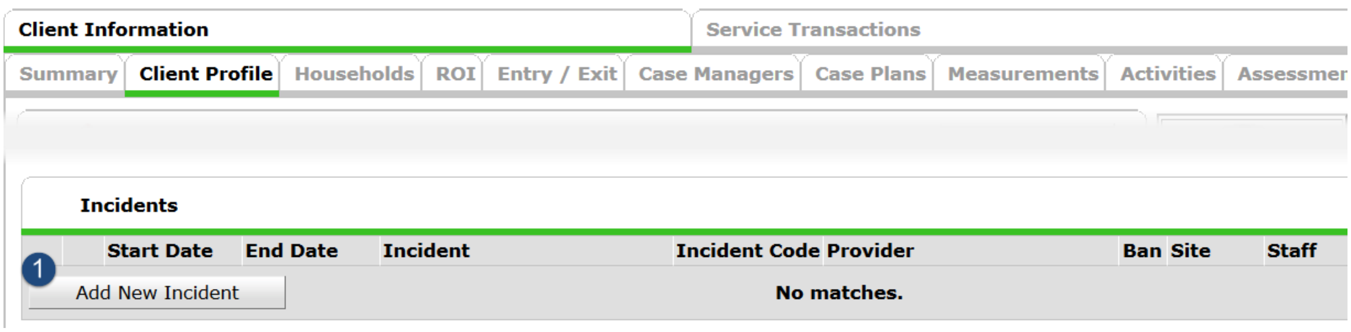
Incidents

Incidents are used to alert a program, agency, or system that

1. A client has been banned from a program/service
2. There was an incident with the client, but no ban took place
3. A program is attempting to locate the client by posting a notice

Recording an Incident

Incidents are recorded on the Client Profile.



1. Start Date = Date Incident, ban, or notice

2. End Date = Last day of the incident, ban, or notice; Only leave Null if the incident is to be posted indefinitely.

3. Incident = Select the type of Incident from the drop-down list. If for notice only, select “Looking for Client”.

4. Incident Codes = Select type code from the drop-down list. If for notice only, select “NR-No Restriction”

5. Ban (Yes/No) = Is this person banned from the program. This may prohibit a program from entering a service transaction through SkanPoint.

6. Staff Person = Name of person who set the incident, ban, or notice.

7. Sites Barred From = list of sites that the client is banned. Leave null if client is not banned.

8. Notes = Brief explanation of the incident, ban, or notice. If posting a notice, be sure to provide enough detail for the program to pass onto the client including purpose of contact, how they can reach you, and any other pertinent information.

Viewing an Incident

Users will need to be trained to look for incidents, for often times they will appear at the bottom of their screen. Incidents can appear in the following locations –

1. Summary Page of the client record
2. Client Profile of the client record
3. SkanPoint when adding the client to the service

Editing an Incident

Edit an incident to add or update an End Date to the ban, incident or notice.

If the end date has passed, the pop-up will no longer appear in SkanPoint, but the incident record will still appear in the client record.